November 30, 2021
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NEC SL2100 Technical Support Process Change

This announcement is to inform you of upcoming changes within NEC Corporation of America (NEC) that will impact our NEC SL2100 Channel Partners. NEC wants to first thank you for your business and support. NEC has been successful all these years simply because of Channel Partners like you.

NEC continues to research ways to help move your business forward with confidence and providing ways to make technical support more efficient and effective. To evolve with changing business support needs, NEC's National Technical Assistance Center (NTAC) is transitioning to an all-new web-based support system.

Effective December 1, 2021, NEC SL2100 is moving to a new support process which includes a **new ticketing website** SUPPORT.NECSL2100.COM. The existing site, **necntac.com,** will no longer be available after November 30, 2021. Although you will not have access to previous tickets, you would still have access to the knowledge content.

Self-registration is required with the new website prior to receiving support. This requirement may seem familiar since it was required with necntac.com. Existing user profiles will not be migrating to the new system. You will need to include your email address and contact information (mobile phone is required for SMS verification) when you register.

When you create a new support case note the required fields are customer name, address, contact information, Hardware Key Code, and a detailed description of the issue experienced.

Live Support Calls
We will continue taking live support calls through February 28, 2022. As of March 1, 2022, we will transition from LIVE support to web-based support only. NEC understands the importance of installation support so we will **continue offering LIVE support within the first 30 days on NEW installs**. Forthcoming will be information explaining how you can continue with live support after March 1, 2022.

New Installation support process starting March 31, 2022:

- SL2100 must register for support via the new ticketing website - SUPPORT.NECSL2100.COM**.** Required fields are customer name, address, contact information, Hardware Key Code (HKC) and detailed description of the issue experienced.
- Select "***New Installation"*** when submitting the ticket. The ticket will be created and sent to a queue where an NEC Sr. Support Engineer will review the ticket and call the technician who opened the ticket.

Emergency Support:
NEC will continue to support LIVE calls on an emergency basis after March 1, 2022. Our definition of Emergency is an existing deployed SL2100 that is not able to call in or out or station to station cannot call each other. Again, the system must be registered via web SUPPORT.NECSL2100.COM before we can take the call.

Emergency support process:
Tech opens a ticket via web SUPPORT.NECSL2100.COM**.** Required fields are customer name, address, contact information, Hardware Key Code (HKC) and detailed description of the issue experienced and SL2100 database backup. After the ticket is registered, call 800-852-4632 and select "Down SL2100". This will go into queue with the highest priority.

Should you have any questions, please contact your NEC Account Manager or NEC Sales Support at 800-365-1928 or GeneralSales@necam.com.

Sincerely,
SMB Product Management
NEC Corporation of America